CMS

TELECOMMUNICATIONS BULLETIN

April 1, 2005

CMS 05—10

From:

Theresa Starling

CSC Manager
Bureau of Communication
     and Computer Services

Voice Order Training

The Central Management Services Communications Solution Center (CSC) will be conducting Voice Order Training sessions in Springfield and Chicago on the following dates and times:

Springfield Classes:

Basic Training	**Advanced Training**
Monday, April 25, 2005	Monday, April 25, 2005
9 a.m. – 12 p.m.	1 p.m. - 4 p.m.
Capital City Center	Capital City Center
130 West Mason Street	130 West Mason Street

Chicago Classes:

Basic Training	**Advanced Training**
Wednesday, April 20, 2005	Thursday, April 21, 2005
1 p.m. – 4 p.m.	9 a.m. - 12 p. m.
Second Floor	Second Floor
James R. Thompson Center	James R. Thompson Center

The training sessions will include instructions on completing a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills.

Additionally, each session will review the following content:

- ❖ Voice order processing structure and contacts
- ❖ Detailed listing of equipment types and catalog codes
- ❖ MONIES inventory module
- ❖ MONIES billing module
- ❖ MONIES orders module
- ❖ Telephone units
- ❖ Repair and maintenance procedures
- ❖ Feature packages

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES administrator, at (217) 785-1930, two weeks in advance of your class.

Please enroll one week in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or by e-mail at ellen_moss@cms.state.il.us.

For more information…
visit our website at
www.state.il.us/cms/telecom